

All Models W / Cabin Air Filter RI5767, 5768, 5769

Poor Blower Performance / Wet Passenger Floor During / After Car Wash

Customers may complain of poor climate control blower motor performance and/or the floor of their vehicle is wet during or after taking the vehicle through a car wash. On vehicles with cabin air filters with the climate controls set to any fan position and fresh air mode selected, foam and/or high pressure water will be sucked into the fresh air vents located at the base of the windshield (cowl vent). The cabin air filter will fill up with foam and/or water causing poor blower motor performance and result in water dripping from the HVAC system assembly and onto the floor. On vehicles without cabin air filters, customers may notice some water on the floor without blower performance issues.

Before attempting to repair the vehicle for a water leak, explain this to the customer and request they set the climate control to recirculation mode with the fan off (manual A/C) or turn the system off completely (AUTO A/C).

NOTE:

This may be of particular concern for customers that take their vehicles to drive-through car washes where the driver stays in the vehicle while the vehicle is washed.



Foam and Water Enters
Through the Cowl Vent